

**GOVERNMENT OF INDIA
INFORMATION AND BROADCASTING
LOK SABHA**

UNSTARRED QUESTION NO:1103
ANSWERED ON:29.04.2016
Monitoring Mechanism for DTH Service
Galla Shri Jayadev

Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

- (a) whether the Government has taken cognizance of the problems being faced by DTH consumers with their service providers, if so, the details thereof;
- (b) whether there is any monitoring mechanism to see whether DTH service providers are not charging exorbitantly;
- (c) if so, the details thereof;
- (d) whether free to air channels have to be beamed even though consumer prefers not to have paid news channels, if so, the details thereof; and
- (e) whether the Government is aware that DTH service providers are stopping services if there is delay in payment, if so, the corrective measures taken by the Government in this regard along with other steps taken to ensure that at least free to air channels are aired?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF INFORMATION AND BROADCASTING {COL RAJYAVARDHAN RATHORE (Retd.)}

(a) to (c): The tariff for DTH services is governed by Telecom Regulatory Authority of India (TRAI)'s Tariff Order namely "Telecommunication (Broadcasting & Cable) Services (Fourth) (Addressable Systems) Tariff Order, 2010 dated 21st July, 2010", as amended. As per this tariff order, the DTH operators are free to price and package their services, based on their business model and subject to certain conditions prescribed in the said tariff order. Clause 6(4) of the said tariff order provides that "it shall be open to the service provider to specify a minimum monthly subscription, not exceeding one hundred and fifty rupees (exclusive of taxes) per month per subscriber, towards channels chosen by the subscriber, either a-la-carte or bouquet, for availing the services of such service provider".

TRAI has also issued Direct to Home Broadcasting Services (Standards of Quality of Service and Redressal of Grievances) Regulations, 2007 dated 31st August, 2007, as amended, which essentially covers regulatory provisions relating to protection of the interests of DTH subscribers. All private DTH operators are required to comply with the regulations and tariff order issued by TRAI.

(d) to (e): "Free to air channel" means a channel for which no fees is to be paid to the broadcaster for its re-transmission through electromagnetic waves through cable or through space intended to be received by the general public either directly or indirectly. Clause 6(1) of the said tariff order provides that a-la-carte rate of free-to-air (FTA) channels shall be uniform for a DTH operator. FTA channels are free for the distributors of TV channels including DTH operators. FTA channels are distributed by DTH operators over their infrastructure. DTH operators therefore incur some expenditure in carriage and transmission of the FTA channels. Therefore, subscribers may be charged some cost for availing FTA channels.

Detailed Tariff Order and DTH quality of service regulations are available on TRAI's website: www.trai.gov.in.
